

22.07.09	Section 3 Vehicle Testing Scheme
	Operating Instructions
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21 Smart Cards - Overview

Smart Cards are issued to all approved users who require access to MOT Computerisation via a VTS Device.

Information and the functionality regarding Smart Cards is covered in both the VOSA and VTS Device User Guides and the various references are shown at the bottom of this section.

All locations, except Area Offices that have a VTS Device installed are also issued with a spare Smart Card in order to allow recognised users access to MOT Computerisation and to carry out their Roles when their original Smart Card is lost/misplaced or damaged.

All Smart Card users are issued with ID numbers. In normal circumstances trade users are not required to key-in their user ID when inserting their card into a VTS Device, however, when using a Spare Smart Card or allocating a substitute user to carry out Fallback Review, they are required to do so. An overnight report - VTS Staff List - is available for printing, which shows this information. SMs should be advised to keep an up-to-date copy of the report available and all trade users should be advised to keep a record of their ID number to hand.

Note: This section generally covers background information for VOSA users. Details on the use of Smart Cards and the issue of Spare cards are covered in VTS Device User Guide section 10K overview.

21.1 Applying for a Smart Card

A new MOT Computerisation user must complete a Smart Card application form. Depending on their Role within MOT Computerisation they will complete one of the following:

21.1.1 Standard Application Form

Trade applicants, other than AEDMs and NTs, use this form to apply to be registered on MOT Computerisation and receive their Smart Cards. A few of these forms will initially be sent to new applicants in the AIP letter (refer to section 4.11.1 – [Initial AIP Visit](#)) and more will be sent in the MOT Welcome Pack from Siemens, additional supplies are a catalogue item.

Applications made on standard application forms, (essentially a blank form) may be used by anyone who needs a Smart Card but is currently not known to MOT Computerisation. They need to be sponsored, and endorsed by the sponsor, before the applicant returns the form to Siemens.

Note: Application for a Smart Card using this form does not appoint a person to a role as well, this has to be done by the relevant manager when the user has received their Smart Card.

21.1.2 Personalised Application Form

This form, containing pre-completed information, will automatically be issued by the system when it detects either:

- A user has been appointed (by VOSA or Siemens) to a role which requires a Smart Card and the user doesn't already have one;
- When a user's eligibility to book on a course is checked and the course is linked to a role that requires a Smart Card, a smart card is ordered if the user does not have one e.g. AEP applying to become an AEDM. **Note:** The system does not appoint the user to the role this still has to be done by VOSA.

These forms do not need to be sponsored and the applicant returns the completed form directly to Siemens.

21.2 Existing NTs without Smart Cards

Existing NTs wishing to start testing at a new VTS and who do not have a Smart Card cannot be appointed by the relevant manager. AOs can update an NT's role to associate them to a new VTS but only in specific circumstances where the NT has previously been issued with a Smart Card as below.

21.2.1 'Returning' NTs

NTs that were not associated to a VTS prior to and since Service Commencement will not have a Smart Card and will not have undergone MOT Computerisation training. Some NTs may have been part way to receiving a Smart Card but did not complete the process before leaving a pre rolled out VTS.

Where an NT is shown on the system as never receiving a Smart Card he will need to successfully attend a VOSA MOT System Support Course before he can start testing. In addition by the end of March 2008 all such NTs will not have tested for 2 years and will also have to attend the relevant class refresher course. The application for these courses will generate a Smart Card application form.

21.2.2 Replacement Smart Cards

NTs shown on the system as having an active Smart Card but who have lost it between jobs will not be able to obtain a replacement as the system prevents such issues to users without associated roles.

In such cases AOs must update a user's role on behalf of the VTS on condition that the request is received in writing or via a message from the relevant manager. Following this the manager can then issue the VTS Spare Smart Card and trigger a replacement.

21.3

Activation

Having received their personalised Smart card a user will need to get it 'activated' before it can be used. This is an authentication process whereby another appropriate user registers on a VTS Device that the card has been received by the intended recipient.

- For NTs the activation is carried out by the VOSA TS Trainer on the Initial Training course.
- AEDMs cards will be activated either by the VOSA TS Trainer on the MOT Managers' course, the local VE during a VT7 or Siemens Service Desk.
- All other AE and VTS users, and VOSA staff, will have their Smart Card registered using the appropriate Role hierarchy.

Registration consists of the appropriate person comparing the card details with the intended user, both visually and cross-referencing on the system, the person, the location and the card details. If these checks are satisfactory the status of the Smart Card in the system is changed and the card is then 'activated' or available to be used. A card's status is independent of that of the user's personal or Role status as it only acts as a passport to identify the user within MOT Computerisation. It is MOT Computerisation that dictates whether the user can have access and what scope any access is limited to.

A Spare Smart Card is activated in a similar way, this card is "personalised" against the location instead of a person. The authentication process must be carried out by the appropriate authorised Role.

21.4

VE use of Spare Smart Card

Where a VE has mislaid his own Smart Card he would only be expected to use a VTS Spare Smart Card where he has to carry out an inspection at the VTS. Other functions using the site VTS Device should be deferred until he returns to the Area Office.

It is important to note that as Spare Smart Cards are only associated to a location if the circumstances arise, VEs can only make use of a VTS Spare Smart Card for their time at that VTS. If the SM is willing, VEs must use the [Issue Spare Smart Card](#) function (refer to 10K3 - of the VTS Device User Guide) at any VTS where they wish to access the VTS Device. It is essential that the VTS Spare Smart Card is returned to spare status (RETURN SPARE CARD function) and personally handed back to the SM before leaving the VTS.

The spare Smart Card may only be assigned via a VTS Device.

Before the spare Smart Card can be assigned to a user the identity and location of the user must be confirmed.

Where the user is registering for a training course the spare card is issued for the duration of the course.

At the end of each day a summary of all actions undertaken while using the spare Smart Card is sent to the user. This summary is sent to the user's mailbox via the messaging functions and must be read using either the original Smart Card or the replacement Smart Card.

The records of the respective Smart Cards are updated so that:

- The unavailable card is marked unusable for the defined period
- The spare card is marked as issued to the user for the defined period.

A user may make use of the spare Smart Card for a total of 9 times. After the 9th period of use, the user will be unable to make further use of the card until Siemens Service Desk have been contacted and the MOT Computerisation record re-set.

21.5 Deactivate Spare Smart Card

The spare Smart Card may only be deactivated via a VTS Device.

When the end of the issue period of the spare Smart Card is reached the use of the card is no longer valid and the status reverts back to SPARE.

21.6 Changes to Personal Details

Refer to section 6.9.4 – [Update Person/User Details](#), to ensure requests for changes are processed correctly for both VOSA and Trade Users of MOT Computerisation.

If amendments to a person's record are required which change the details shown on the Smart Card, the photograph and/or signature within the personal record, a user must complete a Blank Smart Card Application Form obtainable from the Catalogue (SBS34P3). The user must be instructed to complete **only** sections 1 to 3 of the form and to send the **whole** form to the AO with a new photograph if necessary and original supporting documents:

- Change of first, middle and last name must be supported by a copy of a birth certificate, marriage certificate or deed poll amendment
- Change of gender may be supported by evidence from a

GP or medical practitioner unless the above documents prove the details to have been miss-keyed at the time of entry.

The AO should confirm on the last page that the required changes are necessary and what evidence has been seen. The supporting documents must then be returned to the user and the form forwarded to Siemens.

21.7 Policy regarding Smart Card Security

When taking action against an AE or NT consideration needs to be given to, 'what constitutes a risk to security' and what is 'personal possession'.

A risk to security: is when an unauthorised user can gain access to the MOT Computerisation system. This would require the Smart Card and the Password, or the Device has been left active.

Personal Possession: Smart Cards should not be left in a location where unauthorised access is obtained. For example where a Smart Card is found on the users tool box or other place and is not available to unauthorised person this is deemed to be in their personal possession.

Examples of action to be taken.

Example 1: Where a Smart Card is being used by any person other than the holder to record an MOT Test, action would be taken under Appendix 8.1.

Example 2: Where the Smart Card is left in the VTS Device card reader with the Device being active and you are able to access the system without being challenged and there is the potential for another person to access MOT Computerisation. Or where the Smart Card and password are available, again there is the potential for another user to access MOT Computerisation.

These scenarios should be considered under Appendix 8.4 A - Breaches of security.

Example 3: The Smart Card is stored/held in a location where unauthorised access can be obtained but no password is available.

This could be considered under Appendix 8.4 A3 Breaches of security. Password is not compromised, however advice should have been provided before.

21.7.1 Reporting Breaches of Security

Irrespective of whether VOSA has evidence to take action or not, or whether an AO takes any action, all incidents involving a breach of data security for whatever reason, either claimed or detected, must be reported to inform@vosa.gov.uk. The email

should contain a brief outline of the 'breach of security' and contact details if further information is required.

The e-mail heading, should contain within it's title the word **'Incident'**